

Who Can Call

Eligible employees and immediate family members may use the EAP.

About Your EAP Provider

Your Employee Assistance Program is provided by Blue Cross of California.

Reach out to a helping hand.

Call your EAP at

1-800-999-7222.



Department of Managed Care

The California Department of Managed Care is responsible for regulating health care service plans. The department has a toll-free telephone number (1-800-400-0815) to receive complaints regarding health plans. The hearing and speech impaired may use the California Relay Service's toll-free telephone numbers [1-800-735-2929 (TTY) or 1-888-877-5378 (TTY)] to contact the department. The department's Internet Web Site (<http://www.dmc.ca.gov>) has complaint forms and instructions on-line.

If you have a grievance against your health plan, you should first telephone your plan at the telephone number listed in this brochure and use the plan's grievance process before contacting the department. If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your plan, or a grievance that has remained unresolved for more than 30 days, you may call the department for assistance. The plan's grievance process and the department's complaint review process are in addition to any other dispute resolution procedures that may be available to you, and your failure to use these processes does not preclude your use of any other remedy provided by law.



The Power of Blue.™

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Employee Assistance Program



*A Helping Hand when
You're Seeking Solutions*



The Employee Assistance Program

Everyone experiences life problems. Usually, we can find our own solutions. But when we can't, those problems can affect our daily lives, including our work.

We Can Help

The Employee Assistance Program (EAP) extends a helping hand to you and your family with confidential services provided by professional consultants. Your EAP can help you address difficulties related to family and relationships, substance abuse, legal and financial concerns, and stress and emotional problems, while helping you to develop an action plan that offers real solutions to your problems.

How to Contact Your EAP

Employees or family members can call the EAP directly for assistance. We will then provide you with a convenient time to privately discuss your situation with an EAP consultant. Your EAP is available 24 hours a day for emergency or urgent situations.

Just call
1-800-999-7222

Cost

The EAP services are provided by your employer and are at no cost to you. If your EAP counselor recommends ongoing treatment, that treatment may be covered under your health care plan. If treatment is not covered by the health care plan, the cost for services is your responsibility. The EAP, however, will make every effort to refer you to treatment resources that are within your financial means.

Confidentiality

The EAP is a private, professional and confidential service. What you discuss with your counselor will be confidential, in accordance with professional ethics and federal and state laws.

Problems Can Be Solved

- **Emotional Concerns:** If you or a loved one experiences frequent emotional concerns, or can't get rid of feelings of depression, call your EAP.
- **Alcohol and Drug Abuse:** Alcohol and drug-related issues affect everyone who interacts with the person who suffers from the problem. The sooner the problem is addressed, the better the outcome. Your EAP can provide the help. You just need to make the call.



- **Relationships:** Developing and maintaining a healthy relationship is not easy. Disappointment, unobtainable expectations and change can create frustration. Whether the problem is with your spouse, other family members, a significant other or your boss, contact your EAP for help.
- **Financial and Legal Concerns:** Financial worries and legal matters can create stress for all members of your family. Relieve everyone's stress by calling your EAP.

Work Performance Referrals

The EAP is a voluntary program. In some circumstances, an employee may be asked to comply with specific EAP recommendations as a condition of continuing employment. Such circumstances may include federal regulations, specific employer policies and situations relating to safety and performance. These referrals are made with the hope that the employee will get help



For professional, confidential assistance, call toll free:

1-800-999-7222

Employee Assistance Program (EAP)

Available 24 hours a day, seven days a week.

For the hearing impaired: TTY (1-800-451-6532)

Counseling services available for eligible employees and their dependents



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